

Police and Crime Plan Performance Progress Report

Accountability and Performance Panel

7th September 2018



PERFORMANCE REPORT: Introduction

The Suffolk Police & Crime Plan 2017-2021 sets out four objectives that underpin monitoring of the constabulary's performance.

OBJECTIVE 1: Responding to calls for urgent assistance

OBJECTIVE 2: Caring about victims, communities, the local economy and our people

OBJECTIVE 3: Protecting the most vulnerable people & communities by preventing, reducing & solving crime & anti-social behaviour

OBJECTIVE 4: Making Suffolk safer – ethical, efficient and effective services with the right resources

Within these objectives, the Police & Crime Commissioner (PCC) monitors the constabulary particularly in respect of domestic abuse, serious sexual offences, child sexual abuse, hate crime, online crime, rural crime, business crime, burglary, robbery, violence with injury, drugs, reoffending and anti-social behaviour. Public confidence, 999 and 101 calls, emergency response times, road safety and workforce characteristics are also monitored.

However, apart from 999 calls and emergency response times, there are no targets set within the Police and Crime Plan.

Instead the plan monitors the constabulary for continuous improvement. The PCC recognises that monitoring performance in relation to police and crime issues is complex and in many cases cannot be determined with a single indicator. Therefore this report, which informs the PCC's Accountability and Performance Panel, is based on two guiding principles: 1) performance is tracked for statistical exceptions and 2) a range of indicators that demonstrate all aspects of the PCC's objectives are tracked.

In terms of statistical exceptions, this report uses a method known as statistical process control. This method measures a range of 'normal' variation. Where a performance indicator moves outside of this range, performance is termed 'exceptional'. This does not necessarily mean performance is good or bad, but that variation is more than normal. In these cases further analysis is provided to explain this change.

PERFORMANCE REPORT: Introduction

This report covers the following performance measures from the Suffolk Police and Crime Plan (each measured against a set of indicators):

- Performance summary (slides 4 - 8)
- Workforce (slide 9)
- Domestic Abuse (slides 10 and 11)
- Serious Sexual Offences (slides 12 and 13)
- Call Handling (slides 14 and 15)
- Traffic Offence Reports (slide 16)

In addition, this report will cover the following business areas:

- Residential Burglary Dwelling (slides 17 and 18)
- Violence With Injury (slides 19 and 20)
- Robbery (slides 21 and 22)
- Antisocial Behaviour (slides 23 and 24)
- Drug Trafficking (slides 25 and 26)

Crime data for this report is compiled from the Suffolk Performance Framework.



PERFORMANCE REPORT: Summary

Data is correct as at 16/07/2018

Data up to 30/06/2018

Objective	Measure	Last 12 months	Three Year Average	Difference	Statistical Exception
					(rolling 12m)
Domestic Crimes	Number of Crimes	6,082	4,916	23.7%	YES
	Solved Number	1,067	1,283	-16.8%	YES
	- Percentage Solved	17.5%	26.9%	-9.4%	NO
	Percentage of Cases where investigation not possible	0.4%	0.4%	0.0%	NO
	Percentage of Cases where victim does not support	56.3%	37.7%	18.6%	NO
	Percentage of victims satisfied with overall service				
	Percentage of victims satisfied with accessibility				
	Percentage of victims satisfied with actions taken				
	Percentage of victims satisfied with treatment				
Percentage of victims satisfied with updates					
Serious Sexual Offences	Number of Crimes	1,655	1,346	23.0%	YES
	Solved Number	104	153	-32.0%	YES
	- Percentage solved	6.3%	11.7%	-5.4%	NO
	Percentage of Cases where investigation not possible	2.5%	2.9%	-0.4%	NO
	Percentage of Cases where victim does not support	31.8%	28.4%	3.4%	NO
	Percentage of victims satisfied with overall service				
	Percentage of victims satisfied with accessibility				
	Percentage of victims satisfied with actions taken				
	Percentage of victims satisfied with treatment				
Percentage of victims satisfied with updates					
Child Sexual Abuse	Number of Child Sexual Abuse Crimes (by Keyword - Athena data only)	805			
	Solved Number	106			
	- Percentage solved	13.2%			
	Percentage of Cases where investigation not possible	1.9%			
	Percentage of Cases where victim does not support	25.0%			

Caveats:

- DA and SSO victim satisfaction reporting anticipated in Autumn 2019.
- Three year average reporting for CSA anticipated in Spring 2020.

PERFORMANCE REPORT: Summary

Data is correct as at 16/07/2018

Data up to 30/06/2018

Objective	Measure	Data up to 30/06/2018			Statistical Exception (rolling 12m)
		Last 12 months	Three Year Average	Difference	
Public Safety	% Percentage Emergency Response in Target	90.1%	90.0%	0.2%	NO
	Number of Emergency Response in Target	17,920	17,251	3.9%	YES
	% 999 calls answered within 10 seconds	90.3%	90.5%	-0.1%	NO
	Number of KSI Collisions	248	242	2.3%	NO
	Number of TORs issued for seatbelts	808	944	-14.4%	YES
	Number of TORs issued for mobile phone use	995	1,577	-36.9%	YES
Public Safety	% Percentage Emergency Response in Target - East	85.1%	85.0%	0.2%	NO
	Number of Emergency Response in Target - East	3,111	3,079	1.1%	NO
	% Percentage Emergency Response in Target - South	92.5%	91.9%	0.6%	NO
	Number of Emergency Response in Target - South	8,291	7,850	5.6%	YES
	% Percentage Emergency Response in Target - West	89.7%	90.1%	-0.5%	NO
	Number of Emergency Response in Target - West	6,518	6,323	3.1%	YES
Confidence	% of public who agree police are doing a good job	62.9%	65.2%	-2.3%	NO
	% of public who agree police deal with community priorities	59.5%	62.7%	-3.3%	NO
	% of public who agree police would treat them fairly	68.8%	71.1%	-2.4%	NO
	% of public who have confidence in the police overall	78.7%	80.0%	-1.4%	NO
	Average time taken to answer 101s (seconds)				

Caveats:

- The introduction of the new telephony system has affected continuity of reporting 999 and 101 performance (see slides 15 and 16). The 999 data above covers the 12-month period up to 30/04/2018 as data beyond this is unverified.
- KSI data above is up to 31/05/2018 and TOR data above is up to 30/04/2018.
- Confidence data is for the 12-month period to 31/12/2017. ONS have recently released confidence data to 31/03/2018 but too late for this report.

PERFORMANCE REPORT: Summary

Data is correct as at 16/07/2018

Data up to 30/06/2018

<u>Objective</u>	<u>Measure</u>	Last 12 months	Three Year Average	Difference	Statistical Exception (rolling 12m)
Online Crime	Number of Online Crimes <i>(by Keyword - Athena data only)</i>	1,151			
	Solved Number	118			
	- Percentage solved	10.3%			
	Percentage of Cases where investigation not possible	0.4%			
	Percentage of Cases where victim does not support	30.6%			
	Percentage of victims satisfied with overall service	80.1%			
	Percentage of victims satisfied with first contact	76.8%			
	Percentage of victims satisfied with actions taken	71.0%			
	Percentage of victims satisfied with treatment	87.2%			
	Percentage of victims satisfied with being kept informed	71.6%			
Hate Crime	Number of Hate Crimes <i>(by Keyword - Athena data only)</i>	1,138			
	Solved Number	182			
	- Percentage solved	16.0%			
	Percentage of Cases where investigation not possible	1.5%			
	Percentage of Cases where victim does not support	30.3%			
	Percentage of victims satisfied with overall service	77.8%			
	Percentage of victims satisfied with first contact	66.8%			
	Percentage of victims satisfied with actions taken	69.5%			
	Percentage of victims satisfied with treatment	85.6%			
	Percentage of victims satisfied with being kept informed	70.1%			

Caveats:

- Online and hate crime victim satisfaction reporting is based upon the date of survey (not date of crime).
- Three year average reporting for online and hate crime anticipated in Spring 2020.

PERFORMANCE REPORT: Summary

Data is correct as at 16/07/2018

Data up to 30/06/2018

<u>Objective</u>		<u>Measure</u>	Last 12 months	Three Year Average	Difference	Statistical Exception (rolling 12m)
Business Crime	Number of Business Crimes <i>(by Keyword - Athena data only)</i>		7,561			
	Solved Number		2,012			
	- Percentage solved		26.6%			
	Percentage of Cases where investigation not possible		0.2%			
	Percentage of Cases where victim does not support		5.0%			
	Percentage of victims satisfied with overall service		72.2%			
	Percentage of victims satisfied with first contact		69.5%			
	Percentage of victims satisfied with actions taken		73.4%			
	Percentage of victims satisfied with treatment		91.6%			
	Percentage of victims satisfied with being kept informed		69.9%			
Rural Crime	Number of Rural Crimes <i>(by Keyword - Athena data only)</i>		364			
	Solved Number		21			
	- Percentage solved		5.8%			
	Percentage of Cases where investigation not possible		0.0%			
	Percentage of Cases where victim does not support		4.7%			
	Percentage of victims satisfied with overall service		75.0%			
	Percentage of victims satisfied with first contact		60.3%			
	Percentage of victims satisfied with actions taken		64.0%			
	Percentage of victims satisfied with treatment		84.2%			
	Percentage of victims satisfied with being kept informed		66.8%			

Caveats:

- Business and rural crime victim satisfaction reporting is based upon the date of survey (not date of crime).
- Three year average reporting for business and rural crime anticipated in Spring 2020.

PERFORMANCE REPORT: Summary

Data is correct as at 16/07/2018

Data up to 30th June 2018

<u>Objective</u>		<u>Measure</u>	Last 12 months	Three Year Average	Difference	Statistical Exception (rolling 12m)
ASB		ASB Environmental	1,120	1,913	-41.4%	YES
		ASB Nuisance	6,839	9,223	-25.9%	YES
		ASB Personal	1,632	3,004	-45.7%	YES
		ASB Total	9,591	14,140	-32.2%	YES
Violence Against the Person		Violence With Injury	5,495	4,913	11.8%	YES
		Solved Number	1,127	1,474	-23.6%	YES
		- Percentage solved	20.5%	30.3%	-9.8%	NO
Robbery		Robbery	401	271	47.8%	YES
		Solved Number	76	61	24.8%	YES
		- Percentage solved	19.0%	22.6%	-3.6%	NO
Burglary		Burglary Dwelling / Residential <i>(merged old/new)</i>	1,486	1,424	4.4%	YES
		Solved Number	172	190	-9.5%	YES
		- Percentage solved	11.6%	13.4%	-1.8%	NO
Drug offences		Trafficking of drugs	378	311	21.6%	YES
		Solved Number	264	232	13.6%	YES
		- Percentage solved	69.8%	75.2%	-5.4%	NO



PERFORMANCE REPORT: Workforce

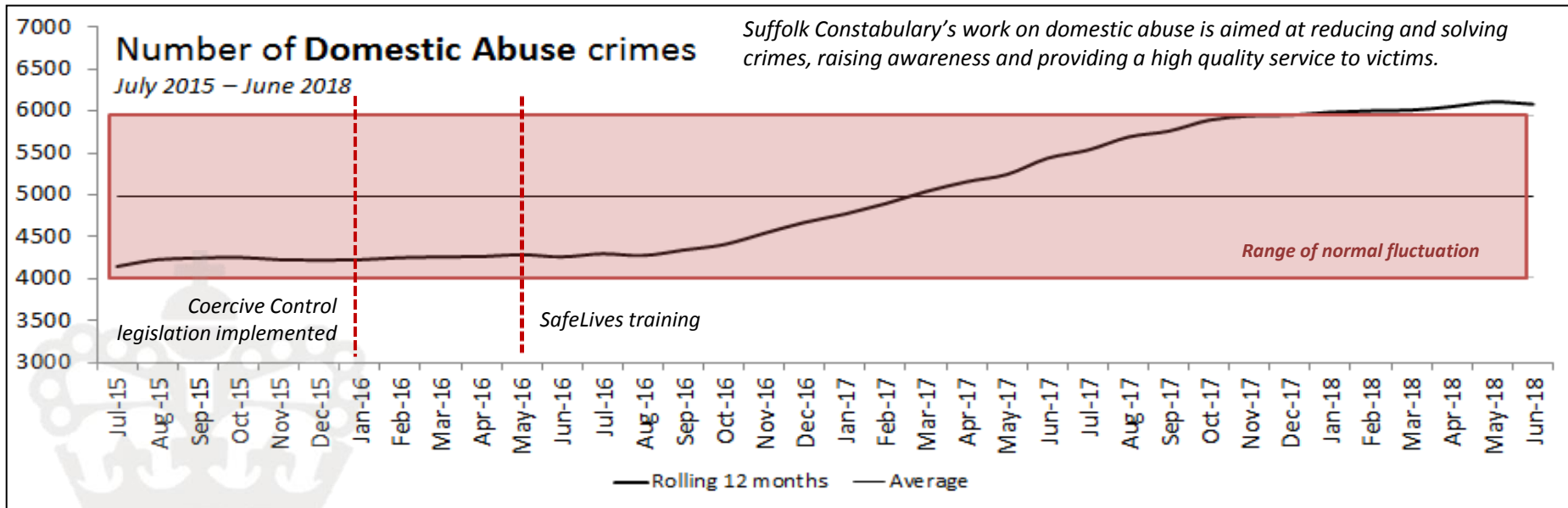
Quarter 1 2018/19

As at 30/06/2018 (unless otherwise stated)

Suffolk Constabulary's workforce focus is to promote a diverse, multi-skilled organisation that will effectively tackle hidden harm and deliver an ethical, efficient and effective service with appropriate support.

Indicator	Officers	PCSOs	Staff	Commentary
Establishment	1,083	107	901	The strength of police officers stands at 0.65% below establishment as at 30/06/2018.
Strength	1,076	81	772	PCSO strength stands at 24.30% below establishment as at 30/06/2018. The current police staff strength stands at 14.32% below establishment as at 30/06/2018.
% working hours lost to sickness (financial year to date) (force target 3.4%)	3.86%	3.92%		Sickness absence for police officers decreased in comparison with the corresponding point of the previous financial year from 4.23% to 3.86%. Sickness absence for police staff increased in comparison with the corresponding point in the previous financial year from 3.25% to 3.92%.
Number on recuperative duties (as at 19 July 2018) Recuperative means short term, rehabilitative in nature, typically lasting up to 6 months if an individual is unable to return to work on full hours and duties immediately following a period of sickness or following an injury.	114	40		There were 26 more police officers on recuperative duties as at 19/07/18 than as at 31/03/2018. For police staff and PCSOs there were 8 more on recuperative duties as at 19/07/2018 than as at 31/03/2018.
Number on adjusted duties (as at 19 July 2018) Adjusted means long-term and permanent where adjustments have been made to overcome barriers to working. The individual must be attending work on a regular basis working full time hours within their substantive role.	40	6		There were 8 more police officers on adjusted duties as at 19/07/2018 than as at 31/03/2018. For police staff and PCSOs, there were 1 fewer than as at 31/03/2018.

PERFORMANCE REPORT: Domestic Abuse



Performance at a glance

Level of crime	Remained stable recently since surpassing upper exception following a significant upward trend
Level of successful investigations	1 in 6 crimes are solved
Level of victim support for police investigations	Less than half of victims support police investigation
Comparison to most similar forces	7 th highest out of 8 forces per 1,000 population (to March 2017)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	6,082 (+23.7%)
% of crimes where an investigation was not possible	0.4% (+0.0%)
% crimes where victim does not support police investigation	56.3% (+18.6%)
% crimes solved by police	17.5% (-9.4%)
% of cases convicted in court	81.9% (to March 2017)
% of cases convicted in court – comparison to most similar forces	2 nd highest level of convictions (to March 2017)

Analysis:

Nothing has significantly changed since the last quarterly report. The constabulary continues to ensure that National Crime Recording Standards are rigorously applied, and officers are better trained to recognise coercive and controlling offending.

As a result of the increases in recorded offences, the rate of solved domestic abuse crimes has declined compared to the long term average. This has also remained stable compared to recent reporting periods. The conviction rate for domestic abuse is one of the highest in Suffolk's most similar group, based on the latest data release up to and including March 2017.

Work continues in respect of the Annual Data Return 444 (domestic abuse victim satisfaction survey). The victim survey coordinators have been recruited, and will sit within the domestic abuse teams in the Safeguarding and Investigations department. The survey questions have been developed, and the surveys are expected to start in the coming months. It will take a year to build up enough data to draw any meaningful findings from the surveys, so reporting will be due around autumn 2019. It will not be possible to compare victim satisfaction data for domestic abuse against national, regional and most similar group. There is a joint working group in existence to develop processes and training requirements for victim survey coordinators.

Operational Commentary:

The Domestic Abuse Delivery Board continues to deliver on the constabulary Domestic Abuse strategy, this work is now supported by the Vulnerability Board chaired by Assistant Chief Constable Kearton. Whilst this board remains in its infancy, Terms of Reference are set and has a specific reference to domestic abuse as one of the 13 vulnerability strands. The constabulary vulnerability strategy is now complete and ready to be disseminated to all staff.

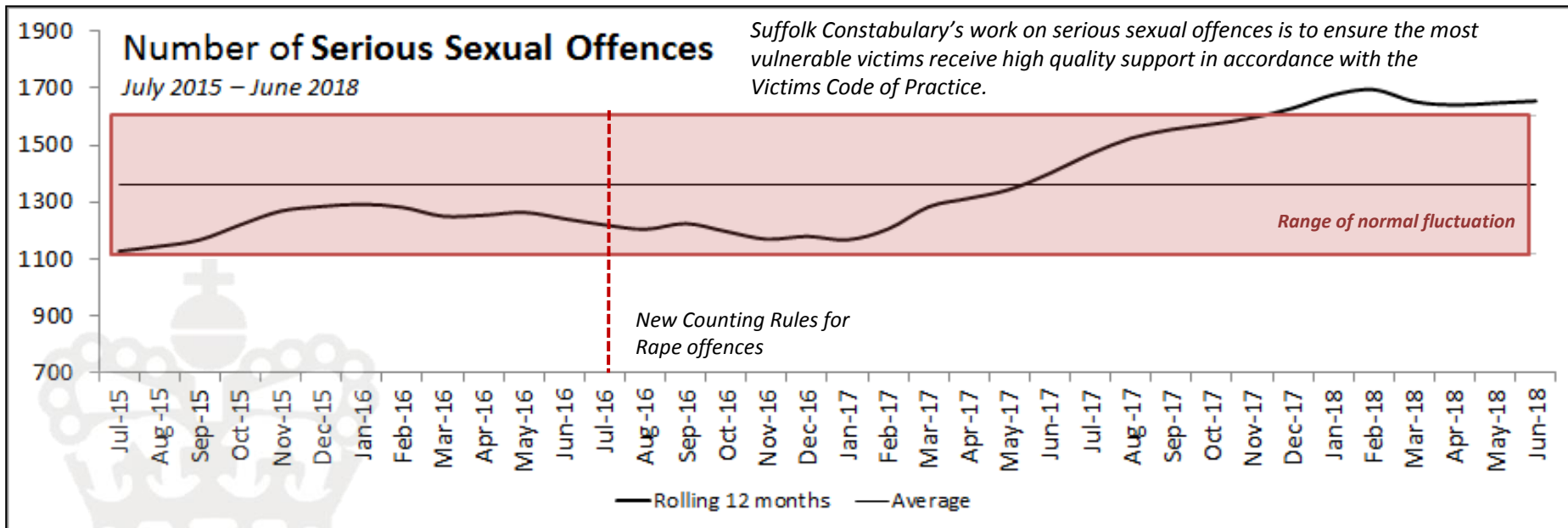
Work continues on a multi-agency basis to scope a fully integrated Domestic Abuse Coordination Centre. The concept is to bring all partners together in one place to provide a fully rounded and complete service to victims without the need to continually refer. Initial meetings regarding formation have taken place and the decision made to engage the Safelives charity to advise on the set up and implementation of this project.

The Suffolk Domestic Abuse Partnership (SDAP) continues sharing best practice and learning across all sectors. A data framework has been established and data is being shared to the partnership, charitable sector and some of the harder to reach commissioned/charitable services. This continues to be a regular update to partners and is now provided with police commentary to assist partners in understanding the impact of the statistics.

The Domestic Abuse Scrutiny Panel continues to review domestic abuse investigations in partnership with the Crown Prosecution Service and Charitable Sector promulgating feedback and learning on a strategic, directorate and individual basis.

There has been change to the structure of the domestic abuse teams as a result of the Suffolk 2025 project with police officers moving to core policing roles and being replaced by police staff. At this time, this change remains under review but appears to be working well.

PERFORMANCE REPORT: Serious Sexual Offences



Performance at a glance

Level of crime	Remained stable recently since surpassing upper exception following a significant upward trend
Level of successful investigations	1 in 16 crimes are solved
Level of victim support for police investigations	2 out of 3 victims support police investigations
Comparison to most similar forces (rape only)	2 nd highest out of 8 forces per 1,000 population (to May 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,655 (+23.0%)
% of crimes where an investigation was not possible	2.5% (-0.4%)
% crimes where victim does not support police investigation	31.8% (+3.4%)
% crimes solved by police	6.3% (-5.4%)
% of rape cases convicted in court	65.9% (to March 2017)
% of rape cases convicted in court – comparison to Norfolk, Cambridgeshire and Essex	Highest level of convictions (to 2 March 2017)

Serious Sexual Offences

Analysis:

Nothing has significantly changed since the last quarterly report. The number of reported serious sexual offences (SSO) remains at an elevated level compared to the long term average. All forces are experiencing significant increases in reporting.

The consequence of additional crimes being recorded is that the rate of solved serious sexual offences has declined compared to the three year average. Declines in the solved rate have occurred across most forces nationally, regionally and in Suffolk's most similar group. It should be noted that Suffolk has the highest rape conviction rate when comparing neighbouring forces, based upon latest data release up to March 2017.

In the future, victims of serious sexual offences will be surveyed following extensive case research and safety checks. A similar methodology, akin to the domestic abuse surveying, will be adopted. It is anticipated that the victim survey coordinators will have the capacity to undertake the SSO surveys. This will be considered after the processes for surveying victims of domestic abuse are embedded. For this reason, SSO reporting will start after domestic abuse reporting.

Operational Commentary:

The Serious Sexual Offences (SSO) Delivery Board continues to deliver on the SSO Strategy. This board is now supported by the VAWG (violence against women and girls men and boys), chaired by Head of Safeguarding & Investigations department, to provide an integrated partner approach to dealing with SSO as part of a wider remit to reduce all forms of VAWG between 2018 and 2021.

Significant focus has been placed on Crime Data Integrity (CDI) in this period, with audit, review and messaging. This work has been undertaken in advance of HMICFRS inspection in this area and is supported by a development plan that is owned by the Deputy Chief Constable and delivered by the Head of Crime for the constabulary. Through this plan, advice and guidance has been disseminated across the constabulary and front end process change is being developed to better capture immediate recording of SSO.

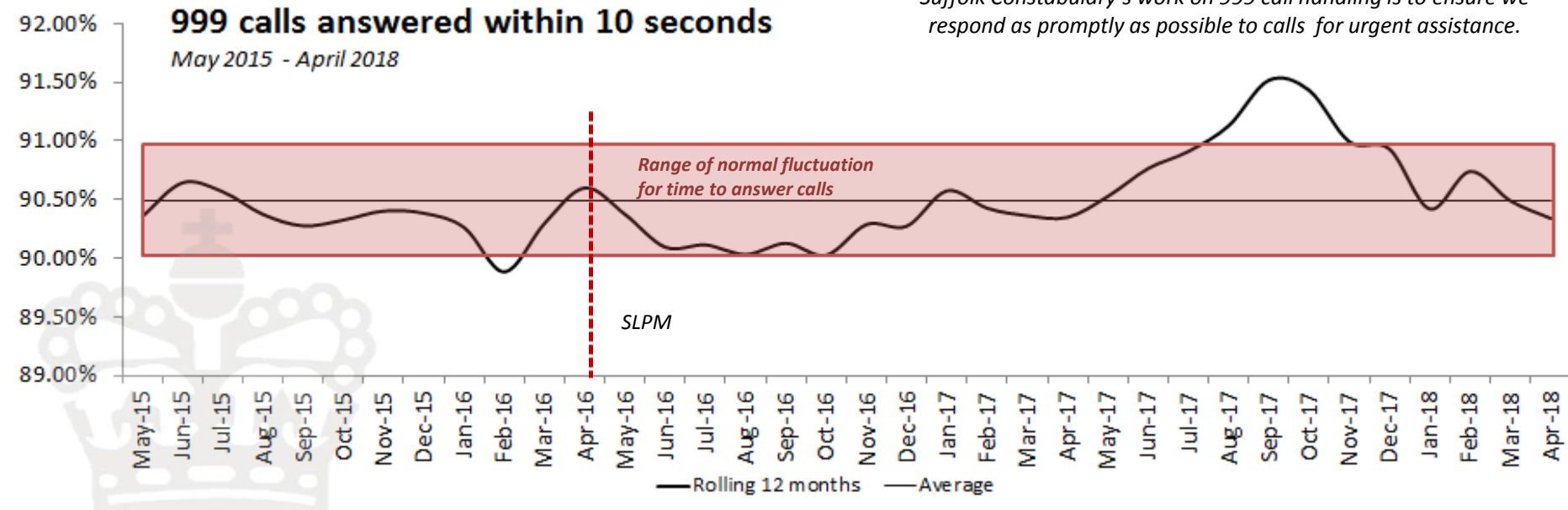
The Rape Scrutiny Panel continues to provide analysis of police investigations and decision making, with partners and charitable organisations making a direct contribution to learning and strategy.

Operationally, there has been a review of safeguarding unit workloads identifying an increase for all staff in line with the local and national trend of increased reporting. Work is now ongoing to assist officers in managing workloads in an effective and efficient manner, and additional support has been put in place to assist staff with the audit of SSO to ensure that a high quality victim focussed investigation is undertaken at all times. To support this work, there is a developed recruitment, retention and training plan to bring officers into the Safeguarding world and provide them with the skills to support their colleagues across the directorate.

The constabulary jointly with Norfolk continues to develop a multi-agency social media campaign aimed at tackling the issue of 'consent' in an SSO context. This campaign targets prevalent perpetrator groups to place greater understanding of the issue and proactively influence thinking within the target groups. This is a wide ranging piece of work targeting local and regional TV, newspaper groups and all social media streams. This campaign is due to go live in September 18.

PERFORMANCE REPORT: 999 call handling

Suffolk Constabulary's work on 999 call handling is to ensure we respond as promptly as possible to calls for urgent assistance.



Analysis:

The Contact and Control Room (CCR) continues to prioritise emergency calls for service on the 999 line.

Although the number of 999 calls and the percentage of all calls that are 999 are increasing, performance has consistently remained above the 90% target of calls answered within 10 seconds. The only exception to this occurred in Autumn 2017 (caused by a technical issue with the old telephony system that required replacement).

All 999 data since April 2018 is unverified. The constabulary expects to report on 999 data later in the year.

Performance at a glance

Level of demand	3.4% higher than the previous year
Proportion of all calls that are 999	Over 1 in 3 calls are emergency calls
Service level	Consistent. Telephony issues in Sept/Oct 2017 affected performance

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of 999 calls	98,296 (+7.4%)
% answered within 10 seconds	90.3% (-0.1%)
% of all calls that are 999	35.9% (+2.5%)
Average calls per day	269

Confidence: 999 and 101 Call Handling

Operational Commentary:

The constabulary implemented a new telephony system in May 2018, which allows the Constabulary to prioritise 101 calls where previously this was not possible. Other forces are looking at this technology for implementation in their force.

Emergency calls continue to be answered in a similar way and the constabulary promotes the use of the non-emergency number and other channels for issues that are inappropriate for 999.

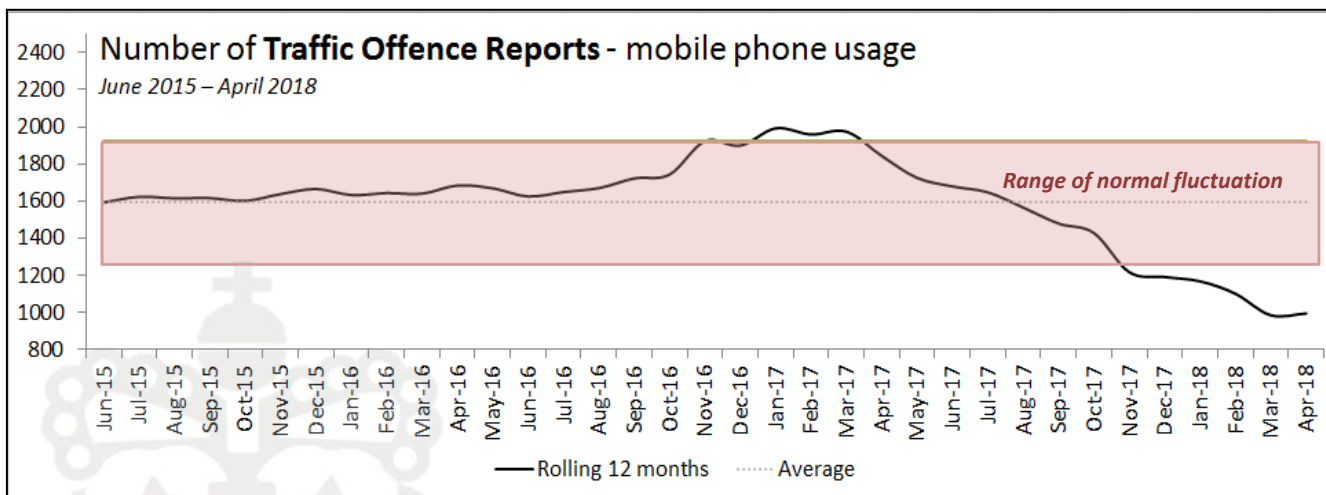
Non-emergency calls are triaged to ensure those requiring urgent action are quickly transferred to the emergency system. Non-emergency calls are redirected appropriately into different queues. The previous 101 performance measure reported on the aggregated average time to answer calls, which was 4 minutes 23 seconds (12 month rolling average to end April 2018), is no longer available nor compatible for comparison with the data from the new telephony system.

Since May 18, it has been possible to report on the average time to answer calls and abandonment rates for specific policing areas. For instance, in the last 4 weeks, domestic abuse calls have taken 1 minute 10 seconds to answer via the non-emergency line and 1 minute 36 seconds for mental health calls, whereas 'advice and administration' calls have taken 12 minutes 2 seconds. These times serve to illustrate the point that the constabulary now prioritise certain non-emergency calls. It will take until June 2019 to have sufficient data to report on non-emergency call handling performance.

A paper will be presented at the Accountability & Performance Panel (APP) meeting in October 2018 in respect of the Contact and Control Room (CCR), where more detail will be provided.



PERFORMANCE REPORT: Traffic Offence Reports



Suffolk Constabulary's work on killed and seriously injured collisions is to make our roads safer through initiatives such as tackling the 'Fatal Four' (speeding, mobile phones, drink/drugs and seat belts).

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of KSI collisions recorded *	248 (+2.3%)
Number of TORs issued for mobile phone use **	995 (-36.9%)
Number of TORs issued for seatbelts **	808 (-14.4%)

* figures up to 31/05/2018

** figures up to 30/04/2018

Analysis and operational commentary:

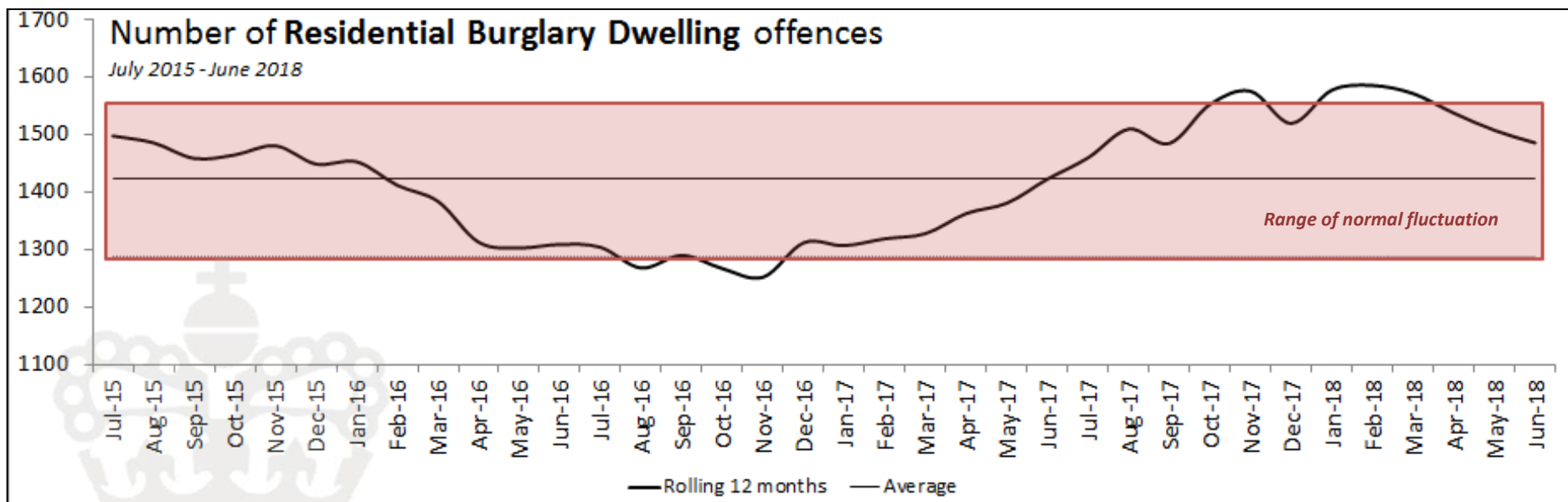
Killed & Seriously Injured collisions continue to remain stable at a low level, despite traffic levels on Suffolk's roads being the highest they have ever been. Traffic levels are 7.6% greater than they were in 2011 and 1.1% greater than they were in 2016.

Traffic Offence Reports (TOR) issued for mobile phone usage have dropped since the last quarter of 2017. Analytical work is currently in progress to try and understand this. A verbal update will be provided at the APP meeting.

Unlike other forces, the number of officers assigned to roads policing duties has not been reduced. In fact, extra resources, such as the Motorcycle Team have been invested in by the Police and Crime Commissioner (PCC) in recent years.

The constabulary continues to work with road safe partners to pursue opportunities to improve engineering, deliver education and take enforcement action. Roads policing officers are investing a greater proportion of time on targeting those under the influence of drugs who use the roads which is an emerging issue. The provision of road side tests and change in legislation have resulted in significant increases in enforcement. There were 530 arrests in 2016-17 and 673 arrests in 2017-18.

PERFORMANCE REPORT: Residential Burglary Dwelling



Performance at a glance

Level of crime	The level of burglaries in Suffolk has increased this year, but remains lower than 3 years ago
Level of successful investigations	Approximately 1 in 10 crimes are solved by police.
Level of victim support for police investigations	Just under 100% of victims support police investigation
Satisfaction of victims	Not available
Comparison to most similar forces	4 th highest out of 8 forces per 1,000 households (to May 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	1,486 (+4.4%)
% of crimes where an investigation was not possible	0.0%
% crimes where victim does not support police investigation	1.3%
% crimes solved by police	11.6% (-1.8%)
% of cases convicted in court	Not available
% victims satisfied overall (whole experience)	Not available

Residential Burglary Dwelling

Analysis:

As of April 2017, the old burglary classifications of “burglary dwelling” and “burglary other building” changed to “burglary residential dwelling”, “burglary residential non-dwelling” and “burglary business and community”. Long term reporting is available for “dwelling” offences unlike “non-dwelling” and “business and community” offences.

Residential burglary dwelling levels have remained within ‘normal’ limits for most of the last 12 months. There were noticeable spikes in October 2017 and January 2018, where a number of offenders were active in and around the Ipswich area. The 12 month total has been increasing from 1,309 in June 2016, 1,423 in June 2017, 1,486 in June 2018 but remains lower than the 12 month total of 1,537 to June 2015. This equates to approximately 4 offences per day in Suffolk. For the period June 2017 to May 2018, the crime rate (per 1,000 households) for Suffolk is slightly above the most similar group of forces (MSG), although the direction of travel of burglary offending has been improving since January 2018.

The rolling 12 month solved rate for residential burglary dwelling has been stable since January 2015, currently standing at 11.6%. As at May 2018, this was consistent with the most similar group (MSG), eastern region and national averages.

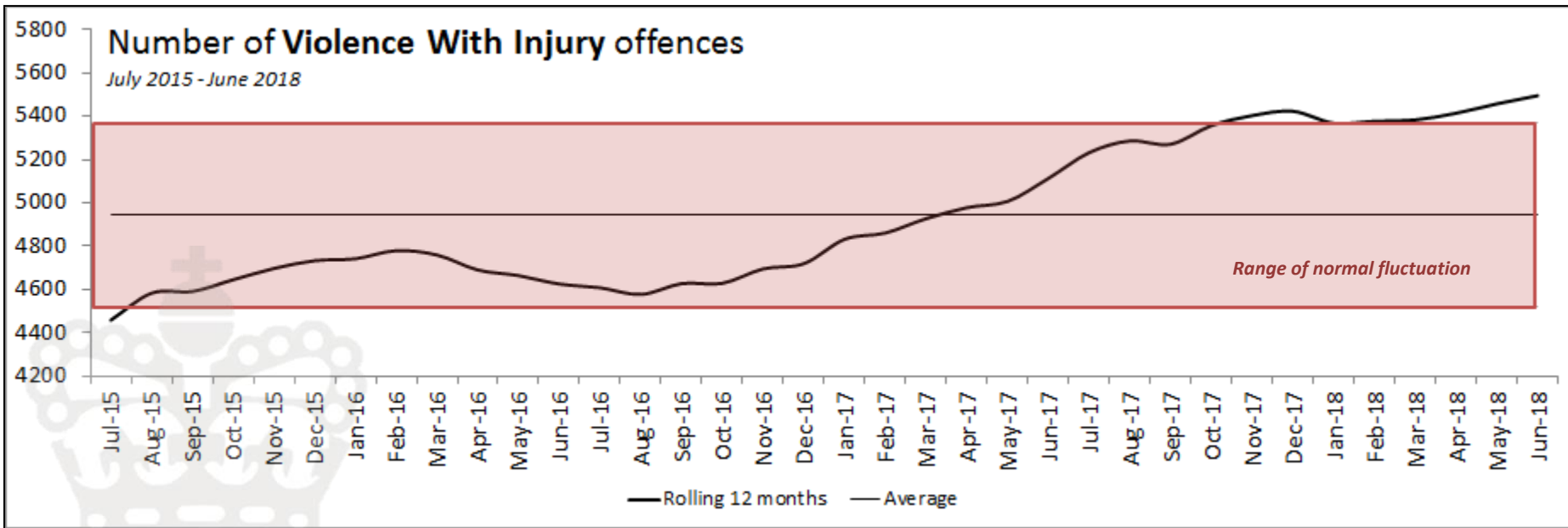
Operational Commentary:

The force operates a bespoke burglary strategy and associated delivery plan to record and co-ordinate force activity.

Key activities include:

- Undertaking detailed analysis of crime hotspots to inform innovative crime prevention activity (with greater emphasis on use of technology to improve home security) and identification of series to ensure co-ordinated and targeted police response.
- Monitoring burglars that are due for release from prison via Integrated Offender Management (180) scheme and visits by CID staff.
- Working closely with RING (doorbell manufacturers) who have donated 250 cameras to vulnerable, repeat victim or other residents located within areas known to suffer from burglaries.
- Raise awareness of seasonal, geographic or other specific crime appeals within the media.
- Engaging with vulnerable persons/victims to help minimise the risk of repeat targeting using Design Out Crime Officers and other specialist departments.
- Crime Scene Investigator (CSI) attendance at the vast majority of dwelling burglaries to secure forensic evidence, and ensuring positive forensic identifications are actioned within strict time limits.

PERFORMANCE REPORT: Violence with Injury



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level, similar to that seen regionally, nationally and across the MSF group
Level of successful investigations	1 in 5 crimes are solved
Level of victim support for police investigations	6 out of 10 victims support police investigation
Satisfaction of victims (all violent crime)	Not available
Comparison to most similar forces	7 th highest out of 8 forces per 1,000 population (to May 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	5,495 (+11.8%)
% of crimes where an investigation was not possible	1.5%
% crimes where victim does not support police investigation	41.3%
% crimes solved by police	20.5% (-9.8%)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Violence With Injury

Analysis:

Violence with injury offences have increased by 11.8% when comparing the last 12 months against the three year average, exceeding normal levels from October 2017 onwards. Almost all police forces have experienced similar upward trends, caused by stricter rules to crime recording of violence and recent changes to the way domestic abuse is recorded.

Solved numbers have fallen meaning solved rates for violence with injury offences have declined in line with the increase in offences recorded over the last rolling 12 month period. This downward trend is also being seen in Suffolk's most similar group, regionally and nationally.

Recent analysis shows that violence with injury is one of the highest contributors to overall solved rate in Suffolk, and performance has been declining since the introduction of Athena. This is not unusual for Athena forces post implementation. The constabulary is considering options around Neighbourhood Response Team (NRT) investigative demand in peak emergency response times and examining methods of investigative triage to increase capacity in Incident & Crime Management Hub (ICMH), Neighbourhood Support Team (NST) and other departments.

The proportion of victims that do not support police investigation currently stands at just over 40% of all violence with injury. This figure is significantly below 56.3% for domestic abuse, which makes up a quarter of all violence with injury offences.

Operational Commentary:

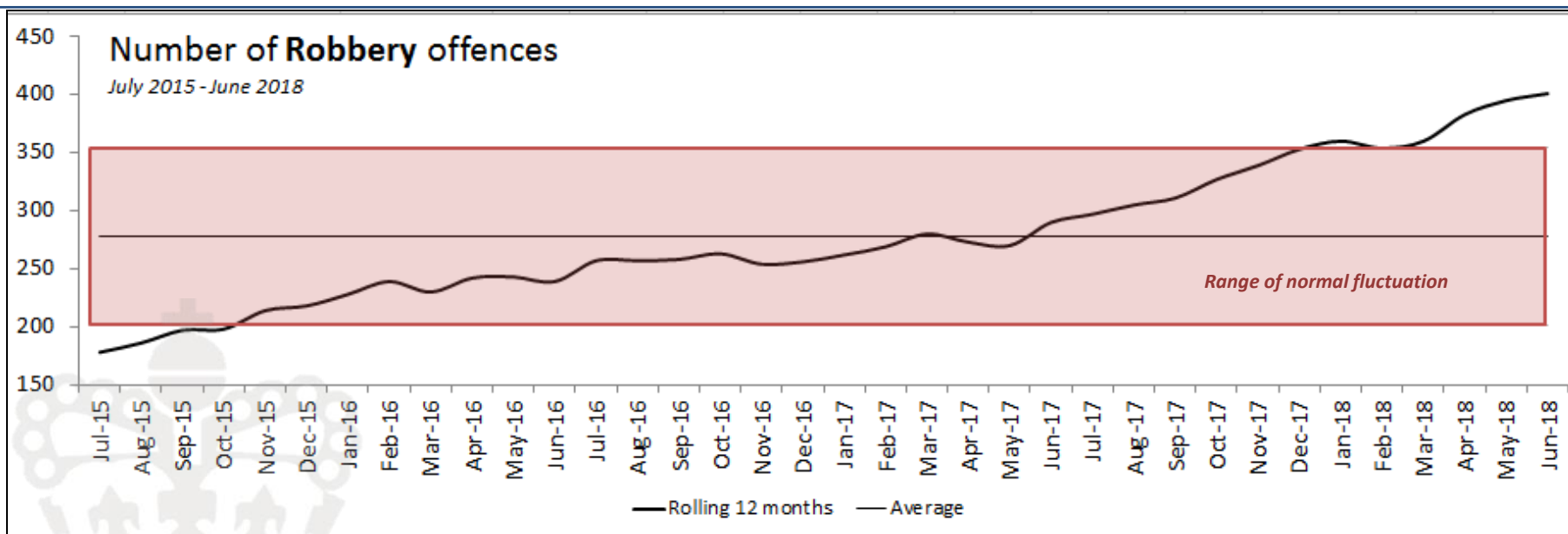
The constabulary has a number of key work streams aimed at addressing violence including the:

- Domestic abuse improvement plan,
- Knife related crime strategy,
- Joint Suffolk Constabulary and County Council hate crime action plan,
- Urban street gangs and county lines strategic action plan,
- Robbery action plan, and
- Victims strategy.

These are all owned by County Policing Command (CPC) or Safeguarding & Investigation (S&I) leads.

Other key work taking place includes improving investigation of assaults that Neighbourhood Response Teams (NRTs) and Safer Neighbourhood Team (SNTs) deal with, as the volume is the largest dealt with by officers, and where improved outcomes leads to better force performance. A previous action plan is being revised by Supt County Policing Command (CPC).

PERFORMANCE REPORT: Robbery



Performance at a glance

Level of crime	Continued increasing trend and above the exceptional level, similar to that seen regionally, nationally and across the MSF group
Level of successful investigations	1 in 5 crimes are solved
Level of victim support for police investigations	Approx. 3 out of 4 victims support police investigation
Satisfaction of victims	Not available
Comparison to most similar forces	2 nd highest out of 8 forces per 1,000 population (to May 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	401 (+47.8%)
% of crimes where an investigation was not possible	Negligible (less than 0.5%)
% crimes where victim does not support police investigation	28.9%
% crimes solved by police	19.0% (-3.6%)
% of cases convicted in court	Not available
% victims satisfied overall	Not available

Analysis:

Robbery offences continue to increase (up 47.8% on the 3 year average) and have remained above exceptional levels since December 2017. All of Suffolk's most similar group (MSG) and all bar one forces nationally have experienced year-on-year increases in robbery offences, and Suffolk's robbery levels are just above the MSG average.

A recent profile of robbery for Suffolk and Norfolk reported that 57% of robbery victims are connected to drugs and/or other criminality. This victim group presents differing challenges to the police service than victims not connected to drugs and/or other criminality. These include:

- Victim disengagement with robbery investigations,
- Frequency of prior or subsequent victimisation in relation to other offences, and
- Levels of injury and prevalence of reports of weapons associated with robbery.

Whilst significant increases in robbery have been reported across all 3 policing districts, the main impact is in the South (predominantly Ipswich).

Robbery solved rates can fluctuate. There has been a recent decline to the 12 month rolling average to 19.0%, this is entirely due to increased reporting as the number of robberies solved continues to increase year on year. As at May 2018, Suffolk's solved rate compares favourably with the MSG, regional and national averages, currently ranked highest in the eastern region.

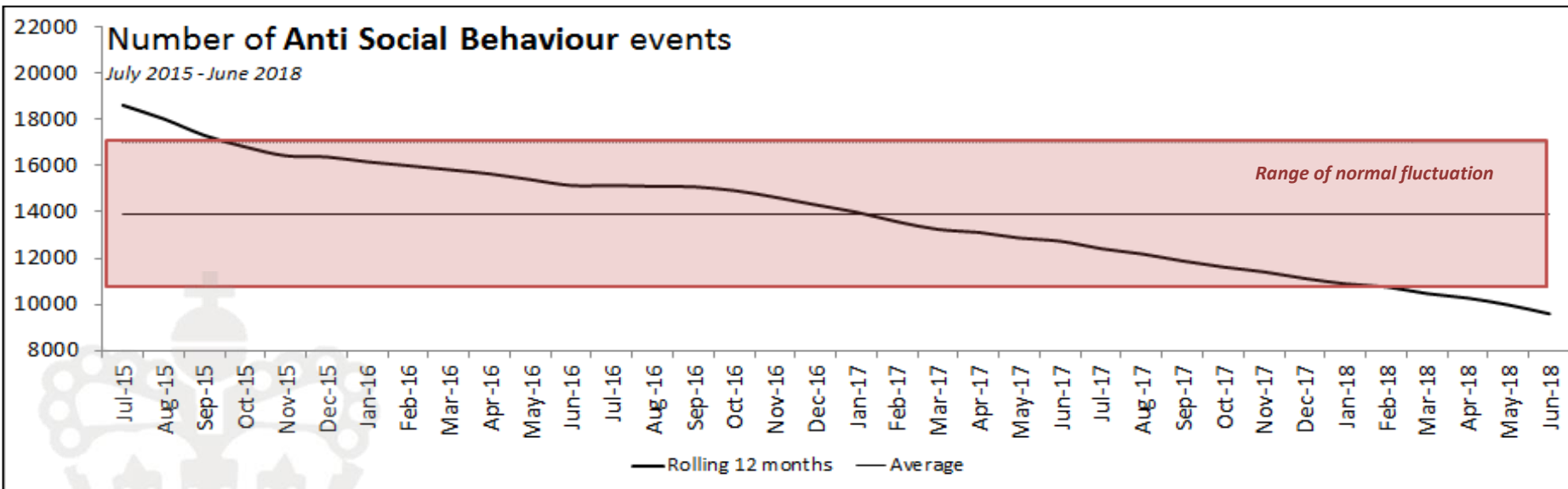
Operational Commentary:

The force operates a bespoke robbery strategy and associated delivery plan to record and co-ordinate force activity.

Key activities include:

- A recent in-depth analysis of robbery crimes over an extended time period across both Suffolk and Norfolk resulting in the production of a strategic profile which is being used to inform future policing activity,
- Identification of series, hotspots and current trends to ensure co-ordinated and targeted police response, patrols and crime prevention activity, and seeking proactive and specialist resources where recognisable crime series are identified,
- Monitoring those convicted of robbery that are due for release from prison via Integrated Offender Management (180) scheme and visits by CID staff, and
- Raising awareness of robbery related issues within the media.

PERFORMANCE REPORT: Anti Social Behaviour



Performance at a glance

Level of crime	Persistent downward trend, exceptional low numbers of reported ASB events
Level of successful investigations	Not applicable to ASB
Level of victim support for police investigations	Not applicable to ASB
Satisfaction of victims	Not applicable to ASB
Comparison to most similar forces	Not available for ASB

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of ASB events	9,591 (-32.2%)
% of crimes where an investigation was not possible	Not applicable to ASB
% crimes where victim does not support police investigation	Not applicable to ASB
% crimes solved by police	Not applicable to ASB
% of cases convicted in court	Not applicable to ASB
% victims satisfied overall	Not applicable to ASB

Anti Social Behaviour

Analysis:

Anti Social Behaviour (ASB) in Suffolk has been reducing since 2014, resulting in the 12 month rolling average falling to an exceptionally low level in 2018. The rate of decrease has accelerated again after slowing the previous year - a 24.7% year on year decrease in June 2018 (rolling 12 month rate) compared to 15.9% in June 2017. ASB incident data should be interpreted with some caution as it is highly likely that, given the focus on the quality of crime recording, incidents that may previously have been recorded as ASB have more recently been recorded as crimes.

The composition of ASB incidents has remained relatively consistent over a three year period. Environmental incidents account for between 9% and 16% of all ASB (similar to what was reported in last year's report), Personal incidents between 15% and 26% of all ASB (reducing compared to last year's report), and Nuisance incidents between 58% and 76% of all ASB (increasing compared to last year's report). These figures are broadly in line with national figures although the proportion of environmental incidents is lower nationally.

Operational Commentary:

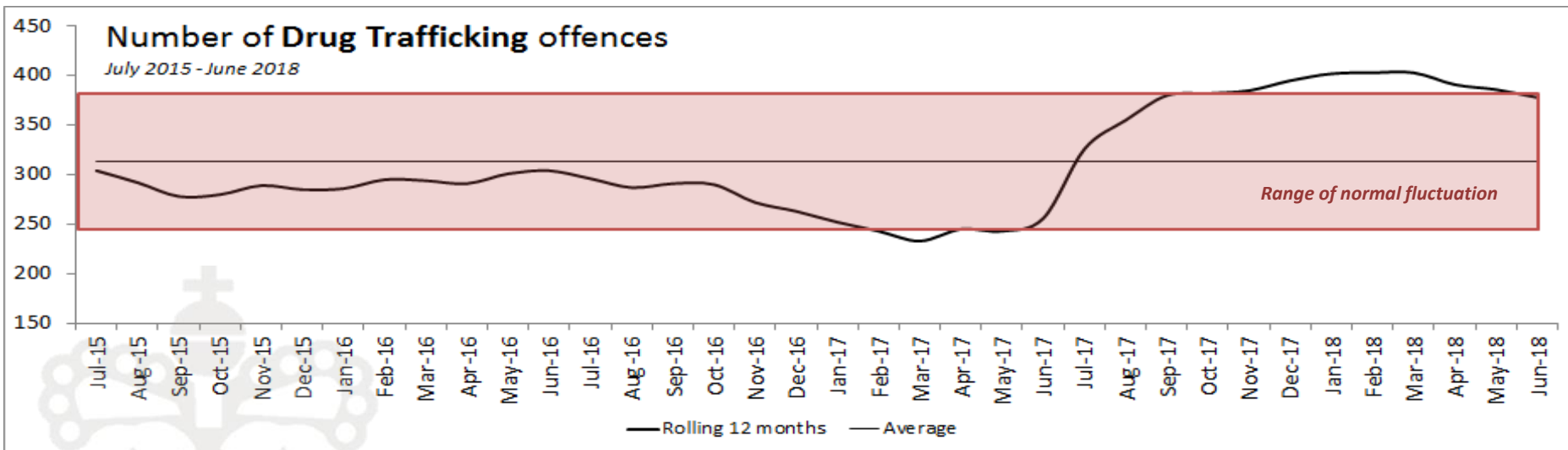
Despite significant reductions in recorded ASB, it remains a priority for the constabulary as it is seen as part of a number of other priority issues (including youth related violence and drug dealing). ASB as an issue is still being captured from community engagement and features as part of locality priority setting and problem solving initiatives. The Help Our Homeless Campaign launched in Ipswich is a partnership initiative which was created by two PCSO's looking at long term solutions linked to street drinking and begging.

Each Safer Neighbourhood Team (SNT) works on long term problem solving with partners to manage demand for service and to seek to develop early intervention initiatives in terms of emerging threat, harm and risk. A Design Out Crime officer is also aligned to each area as problem solving experts. Licensing officers are aligned to District Council licensing teams to address problems with licensed premises and issues within the Night Time Economy (NTE). Wide use of existing ASB powers are trained to upskill officers, and are used regularly. In addition, the southern area retains a dedicated ASB officer to support Operation Velocity (County Lines issues) and the Youth Gangs Prevention Team. This has seen an increase in the use of Criminal Behaviour Order (CBOs) and Closure Orders.

Training on problem solving has been delivered across the force to Safer Neighbourhood Team (SNT) officers and also briefings have been given to Neighbourhood Response Team (NRT) staff. The Scan Analyse Response Assessment (SARA) model is used to underpin problem solving work. The constabulary is improving its ability to engage with young people and offering alternative interventions in respect to ASB. The Diversions programme, a joint initiative with Youth Offending Team (YOT) and Suffolk Constabulary, has been active in the county for the past year. It offers better pro-active activities and interventions for young people, even when the outcome could be a community resolution. Officers are looking at consequences of crimes for those young people to stop repeat behaviour.

With the recent 2025 changes, there has been a change in strategic lead for ASB.

PERFORMANCE REPORT: Drug Trafficking



Performance at a glance

Level of crime	Exceptionally high crime rate since September 2017, although this can fluctuate year on year and is impacted by the level of police activity
Level of successful investigations	7 in 10 crimes are solved, although this can fluctuate greatly
Level of victim support for police investigations	Not applicable
Satisfaction of victims	Not applicable
Comparison to most similar forces	3 rd highest out of 8 forces per 1,000 population (to May 2018)

Last 12 Months in Detail

(difference to 3 year average in brackets)

Number of crimes	378 (+21.6%)
% of crimes where an investigation was not possible	Not applicable
% crimes where victim does not support police investigation	Not applicable
% crimes solved by police	69.8% (-5.4%)
% of cases convicted in court	Not available
% victims satisfied overall	Not applicable

Analysis:

Levels of drug trafficking spike noticeably as a result of proactive tactical operations and this is illustrated by the rolling 12 month average for drug trafficking offences. Levels have been exceptional since September 2017, mainly due to an intense period of proactive policing to disrupt local drug markets between July and September 2017. Comparison with the most similar group and regional forces show Suffolk has recorded one of the highest number of drug trafficking offences for the year ending May 2018.

Solved rates for drug trafficking fluctuate noticeably as investigations take time to progress (lags between the recording and solving of offences) and invariably identify multiple suspects. Over the last rolling 12 months, solved rates in Suffolk have decreased by 5.4% compared to the three year average even though solved numbers have actually increased. Suffolk remains significantly above the most similar force group, regional and national average for drug trafficking.

Operational Commentary:

Suffolk Constabulary, together with the County Council, Ipswich Borough Council, and the Police and Crime Commissioner's Office have taken joint responsibility for responding to the known consequences of County Line and Urban Street Gang related crime, taking into consideration issues raised within research by the University of Suffolk and the National Crime Agency Annual 'County Lines' Report.

A leadership group has been formed to oversee the development and implementation of a strategic action plan (SAP) and tactical priorities, driving a collaborative and co-ordinated response across the county and with relevant external partners. Recent activity includes:

- The implementation of the Youth Gang Prevention Unit with an emphasis on Prevent, Protect, Prepare and Pursue,
- Engagement with young people, schools and the community associated with recent incidents of violence in Ipswich to strengthen relationships with the community and a greater focus on safeguarding young people, and
- Developing a Crimestoppers campaign across Suffolk in consultation with the County Council.